

## ELIMINATION OF PAPER REMITS FOR EFT PROVIDERS

May 26, 2011

Dear Care1st and ONECare Providers and Billing Staff:

Currently we mail paper remittance advices and provide electronic remittance advices on our provider web portal that can be downloaded and/or printed. The online remittance advice is available on approximately the same day as the EFT. The paper remittance advice, while released prior to the release of the EFT, is mailed via United States Postal Service (USPS) and therefore is received after the EFT.

During discussions with many of you who are receiving EFT, we learned of the preference to review and/or download remittance advices from the provider portal. As a result, Care1st and ONECare will turn off paper remittance advices mailed via USPS to EFT providers effective June 1, 2011.

The first check run following the change is scheduled for June 2, 2011.

In addition to this communication, a similar reminder is being placed in your paper remittance advices for check runs through May 27, 2011.

If you do not have a log on for our provider web portal, you may quickly obtain one by following the steps below:

1. Go to our website [www.care1st.com/az](http://www.care1st.com/az)
2. Click on "Provider Portal" in the upper right hand side of the home page
3. Complete the on-line registration form and click "Send"
4. You will be contacted with your log on and temporary password
5. You may also contact Provider Network Operations at the numbers below and they will assist you with obtaining your log on

Please contact Provider Network Operations at the numbers below if you have any questions.

***Thank you!***

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**Provider Network Operations**  
**Phone 602.778.1800 or 866.560.4042 (Options in order: 5, 7)**  
**Fax 602.778.1875**  
Visit our website at [www.care1st.com/az](http://www.care1st.com/az)